

## Highlights of the Year in Retrospect

An Aleph upgrade and major stacks shifting project were the major highlights of this reporting year. In October 2007 Aleph was upgraded to version 18, and new carpeting for the fourth and fifth floors resulted in a significant shifting project.

In staffing news, Johnny Hill was named the UCF Employee of the Month for October 2007 and Megan Humphries and Johnny Hill were accepted in the USF Masters in Library Science program and will begin classes in August 2008. As the founder and instructor for the UCF Escape self defense classes, Stephen Nordlinger taught basic self defense classes to over 500 UCF students during this reporting period.

### Aleph Upgrade & Status

Over the weekend of October 13, 2007 the library upgraded to version 18 of Aleph. Various Aleph training sessions were planned and scheduled in preparation for the upgrade. For Circulation Services the upgrade to version 18 went very smoothly. There were some problems with patron uploads, which required many students to be manually entered after the upgrade, but otherwise the upgrade went well.

During this reporting period, the Aleph e-mail notifications for fines and bills were finally fixed and implemented, allowing e-mail delivery of overdue fines and other bills. Technical and printing problems had prevented the Fines & Bills unit from running all of the notifications with Aleph. Up until the implementation of e-mail delivery, only notifications of \$25 or more were sent using regular mail service. With the implementation of e-mail notifications for fines and bills, the library realized an immediate increase in payments. Additionally, a new academic block was requested from Student Accounts that would refer students to the library to make payment of library fines and bills. The current block still refers students to the Cashier's Office, so implementation of academic blocks was suspended altogether until the new block is in place and fully operational.

### Carpet Project on the Fourth and Fifth Floors

New carpeting was installed in the public areas of the fifth floor and also in the "old building" sections on the fourth floor over this academic year. In order to accommodate removal of the old



The Stacks carpet project team place the stacks mover into position.

carpet and installation of the new, all of the stacks in the affected portions of the building had to be relocated. Using the stacks movers, each range of stacks was manually moved, sometimes multiple times, as areas were cleared to make room for carpet installation. Most ranges of shelving had to be broken down into shorter ranges, since the stacks movers can only safely move ranges consisting of eight to nine sections. In addition, most books on the highest (7<sup>th</sup>) shelf of the ranges had to be manually removed, temporarily stored elsewhere, and then re-shelved after the carpet was installed. This was necessary to reduce the total weight of the ranges when being relocated using the stacks movers. This project was completed over a relatively short timeframe and additional student assistants were hired for the duration of the project.

Since the stacks were already being relocated for the carpet project, and to make more efficient use



Circulation Services student assistants attend training and teambuilding sessions.

of space on the fifth floor, the fifth floor stacks were rearranged to make room for additional shelving. By switching from a diagonal layout to a vertical layout of the stacks, more than 140 new shelves were added to the fifth floor.

## Other Highlights and Projects

- Jonathan Hanie and other media staff are assisting the Head of Acquisitions & Collection Services with a printed periodicals usage project by compiling a list of all periodicals that are being reshelfed over the period of one year. This will result in a count of each periodical title that is reshelfed and how many times each title is reshelfed. This data will be used to assist in collection management decisions regarding periodical titles acquired by the library.
- Jim Mauk and other media staff weeded many older and unused media items from the collection. Items such as non-circulating audiocassette titles, old 35mm slides, and unauthorized duplications of audio and video materials that had been donated to the library were weeded.
- Two ALSTAR interns, Muriel Burrell and Karen Young, spent one semester each working in Circulation Services. Both interns worked at the media and circulation desks as well as participating in other departmental projects and training sessions.
- On Saturday, December 1, the library again hosted the “Cram 4 the Exam” event sponsored by the SGA. The library closed at 7:00 p.m. on that day and reopened to UCF students only from 7:30 p.m. to 1:00 a.m. Gerald Dillon, Nathan Schweer, and department student assistants volunteered to work the later hours.
- The circulation and media units continued to extend library hours from 1:00 a.m. to 3:00 a.m. for five days during the weeks of the fall and spring semester finals.
- The first floor shifting project to eliminate the “weave” in the collection was completed. This is a follow-up to the similar project completed on the third floor. These projects are part of the continuing efforts of the stacks unit to simplify the layout of the library collection to make it easier for patrons to locate books and other items as well as adding new shelving wherever possible.
- In October 2007 a second “Mystery Shopper” evaluation of department services was arranged through Human Resources. Again, the results of the project were very positive with only minor recommendations for improvement coming from Human Resources. Department staff members again developed suggestions and procedures for addressing the recommendations for improvement.

## Staffing Changes

- Gerald Dillon was promoted to Evening/Weekend Circulation LTA Supervisor.
- Martha Cloutier was promoted to the newly designated LTA Specialist position in Fines and Bills.
- Lisa Castellano resigned as Sr. LTA.
- Amanda Branham was hired as the Circulation Desk Supervisor
- Danielle Harris was hired as Evening/Weekend Sr. LTA.
- Lasheena Tyler was hired as OPS in reserves.
- Jose Vasquez was hired as OPS Media.
- Two permanent positions are currently open and frozen in the department.


### **Departmental Goals: 2007-2008**

- **Begin planning and training for implementation and STP to Aleph 18 in October.** *Aleph was successfully upgraded to version 18.*
- **Complete the first floor stacks shifting project and continue to look for innovative ways to add shelving to the library without losing patron seating space as the library rapidly approaches maximum shelving capacity.** *The first floor shifting project was completed and additional shelving was added to the fifth floor.*
- **Successfully fill the open Sr. LTA and LTA Supervisor positions within the department.** *Hired Amanda Branham and Danielle Harris to fill two open Sr. LTA positions.*
- **Fully implement university blocks for delinquent student patron accounts.** *The library requested a new academic block from Student Accounts. The current block still requires students to pay library fees at the Cashier's office. The new academic block will properly refer students to the library for payment.*

### **Departmental Goals: 2008-2009**

- Continue to work toward full implementation of university blocks for delinquent student patron accounts.
- Successfully fill the open Sr. LTA positions within the department.
- Implement the Blended Services pilot project, which would include the expansion of reference services to the circulation desk area. Reference librarians will staff a research assistance desk at the circulation desk and circulation department staff will have increased reference training and responsibilities.

## Advancement Toward the President's Five Goals


 **Offer the best undergraduate education available in Florida** and

 **Achieve international prominence in key programs of graduate study and research**

Continued to operate the reserves unit to support the teaching mission of the university. Provided extended circulation privileges to graduate students to support their research needs.

 **Become more inclusive and diverse**

Continued the departmental practice of hiring minority and international students and staff.

 **Be America's leading partnership university**

Provided circulation privileges to:

- SUS, community college, and public school students and educators from throughout Florida;
- state, national, and international researchers visiting UCF and visiting or employed at Research Park (fee required for some);
- community patrons (fee required).

## Performance Enhancement Recommendations

Purchase of four-person tables to replace the old four-person study carrels would provide more comfortable and better-used patron seating. The addition of one new staff position, a weekday cash register LTA position, would improve patron service at the main circulation desk. Currently, departmental staff spend a great deal of time accepting payments at the cash registers, which leaves the main circulation desk understaffed during the very busy weekday hours.

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Circulation Services  
*Table 1*  
*Five Year Comparison*

	2007/08	2006/07	2005/06	2004/05	2003/04
<b>ITEMS CIRCULATED:*</b>					
A-V, Music, Video, DVD**	25,075	24,795	50,111	39,234	48,039
Browsing Collection	2,305	2,015	2,450	2,600	2,271
Documents	371	455	555	760	1,081
General Collection	287,766	299,297	305,524	346,292	345,030
Reserves**	109,925	128,215	113,091	109,561	105,705
<b>TOTAL ITEMS CIRCULATED</b>	<b>425,442</b>	<b>454,777</b>	<b>471,731</b>	<b>498,447</b>	<b>502,126</b>
<b>ITEMS SHELVED</b>	<b>275,496</b>	<b>294,772</b>	<b>317,788</b>	<b>331,195</b>	<b>285,226</b>
<b>PATRON COUNT</b>	<b>1,330,327</b>	<b>1,316,516</b>	<b>1,018,775</b>	<b>901,633</b>	<b>1,002,873</b>

\* Includes circulation statistics for Curriculum Materials Center and the UOF Library at Rosen

\*\* Reserves statistics in Aleph include Video reserves, laptops, headsets, and study room keys

Circulation Services Table 2 Circulation by Patron Type					
Patron Type	2007/08	2006/07	2005/06	2004/05	2003/04
Undergraduate Students	249,465	269,109	277,901	285,709	263,382
Graduate Students	91,884	101,329	96,575	118,543	133,424
Faculty	35,980	36,696	37,939	40,617	39,942
Staff	11,394	10,869	11,675	11,202	12,794
Alumnae	5,459	4,745	4,798	4,904	5,767
Special Borrowers	19,105	20,443	23,369	21,121	24,431
Affiliate	3,836	5,233	4,463	4,125	8,465
Courtesy	7,586	9,844	9,729	11,825	12,330
Associate/Subscriber	7,683	8,292	6,929	8,481	8,143
Subtotal	413,287	443,191	452,257	482,096	479,740
<b>Library Charges:</b>					
Interlibrary Loan	9,852	11,279	12,122	11,113	13,707
Binding	not used in Aleph	not used in Aleph	3,065	2,711	6,422
Other	2,303	307	4,287	2,527	2,257
Subtotal	12,155	115,86	19,474	16,351	22,386
<b>TOTAL ITEMS CIRCULATED</b>	<b>425,442</b>	<b>454,777</b>	<b>471,731</b>	<b>498,447</b>	<b>502,126</b>



Circulation Services and other library employees modeling the popular “I’d Rather Be Shelf Reading” t-shirts, which were designed and purchased as part of a Stacks Unit team building activity. Stacks invited all interested library employees the opportunity to purchase one in the color of his or her choice.

Marcus Kilman  
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